



Dealer Handout

SALES RULES AND PROCEDURES

The following arbitration policies are effective March 1, 2003 for all vehicles sold in the GMAC open sale. These policies supercede all current policies for the auction.

1. LIGHT SYSTEM

- **GREEN LIGHT** - RIDE AND DRIVE / NO ANNOUNCEMENTS FOR CONDITIONS REQUIRED
- **YELLOW LIGHT** - CAUTION - DUE TO AN ANNOUNCED CONDITION
- **RED LIGHT** - UNIT IS SOLD AS IS BECAUSE OF MODEL YEAR, MILEAGE OR ANNOUNCED CONDITION.

2. VEHICLE ELIGIBILITY

- ANY VEHICLE DEEMED TO BE MECHANICALLY SOUND AND SAFE TO OPERATE SHOULD BE SOLD UNDER THE GREEN LIGHT.
- ANY VEHICLE WITH OVER 100,000 ODOMETER MILES SHOULD BE SOLD UNDER A RED LIGHT ("AS IS") UNLESS OTHERWISE ANNOUNCED.
- REMARKETING SPECIALISTS MAY SELL ANY VEHICLE (REGARDLESS OF MILEAGE) UNDER ANY LIGHT (OR COMBINATION OF LIGHTS) IF VEHICLE CONDITION WARRANTS.

3. ARBITRATION

- ALL REQUESTS FOR REPURCHASE OR ADJUSTMENTS MUST GO THROUGH ARBITRATION AND REQUIRE THE **WRITTEN** APPROVAL OF THE GMAC REPRESENTATIVE
- ONLY REQUESTS EXCEEDING \$400.00 IN MECHANICAL REPAIRS PER COMPONENT WILL BE CONSIDERED FOR ARBITRATION. REPAIR EXPENSE WILL BE CALCULATED AT GMAC'S COST.
- VISIBLE BODY DAMAGE, PREVIOUS BODY OR PAINT WORK IS NOT ARBITRATABLE.
- GLASS IS NOT ARBITRATABLE.
- ON VEHICLES SOLD UNDER A RED LIGHT ("AS IS"), THE **ONLY** ARBITRATABLE ITEMS WILL BE UNDISCLOSED FRAME DAMAGE, FLOOD DAMAGE OR ANY STATE OR FEDERAL REGULATORY REQUIREMENT.
- VEHICLES SOLD FOR \$3000.00 OR LESS ARE NOT ARBITRATABLE.
- ALL REQUESTS FOR ARBITRATION MUST BE MADE THE SAME DAY AS THE SALE.
- ALL FRAME ARBITRATION REQUESTS MUST BE PRESENTED WITHIN 7 CALENDAR DAYS OF PURCHASE

4. FRAME DAMAGE / UNIBODY DAMAGE

ONLY UNDISCLOSED DAMAGE THAT CHANGES THE STRUCTURAL INTEGRITY OF THE VEHICLE IS ARBITRATABLE. THE FOLLOWING DOES NOT REQUIRE ANNOUNCEMENT:

- CORE SUPPORT DAMAGE
- MINOR FRAME "HORN" DAMAGE
- JACKMARKS
- MINOR DENTS TO THE FLOOR PAN, ENGINE CRADLE OR FRAME RUST
- DISTORTION TO THE FRAME, SUCH AS TOWING DAMAGE OR TRANSPORT TIE DOWN TEARS.

PURCHASER WILL AGREE TO PAY FOR TRANSPORTATION AND TESTING IF VEHICLE IS WITHIN ACCEPTABLE TOLERANCES

*** Units denoted as GMAC PLATINUM OR GOLD are dealer owned vehicles represented by GMAC Financial Services under a Dealer Remarketing Program. If you have any questions about this program, please see your GMAC Financial Services auction representative.

DISCLOSURE REQUIREMENTS

COMPONENT	UNI BODY	UNIBODY ON FRAME	CONVENTIONAL FRAME
RADIATOR CORE SUPPORT including the upper and lower tie bars center support or side baffles	NONE	NONE	NONE
FRAME RAIL EXTENSIONS (EARS) i.e. on frame vehicles that area at the end of the frame rail to which the bumper, reinforcement or isolators attach.	NONE	NONE	NONE
FRAME RAILS INCLUDING FRONT, CENTER, REAR RAILS	ERR	ERR	ERR
SPRING POD, TOUQUE BOX OR STABILIZER MOUNT	N/A	ERR	ERR
CROSS MEMBERS EXCEPT BOLT-ON	N/A	ERR	ERR
APRON/UPPER REINFORCEMENT RAILS	ERR	ERR	ERR
STRUT TOWER	ERR	ERR	ERR
COWL PANEL/FIREWALL EXCLUDING COWL VENT PANEL	ERR	ERR	ERR
ROOF SUPPORT PILLARS "A", "B", OR "C" PILLARS	ERR	ERR	ERR
ROOF	REPLACED	REPLACED	REPLACED
ROCKER PANEL - OUTER	REPLACE	REPLACE	NONE
ROCKER PANEL - INNER	ERR	ERR	NONE
FLOOR PANELS	TPR	TPR	NONE
QUARTER OR CAB PANEL	REPLACED	REPLACED	NONE
REAR BODY PANEL	NONE	NONE	NONE

TPR - Torn perforated replaced
ERR - existing repaired replaced